20 FIG. 1 26 .26 28 Insurer 34 Repair Center On-line service center Field Technician

32

30

FIG. 2

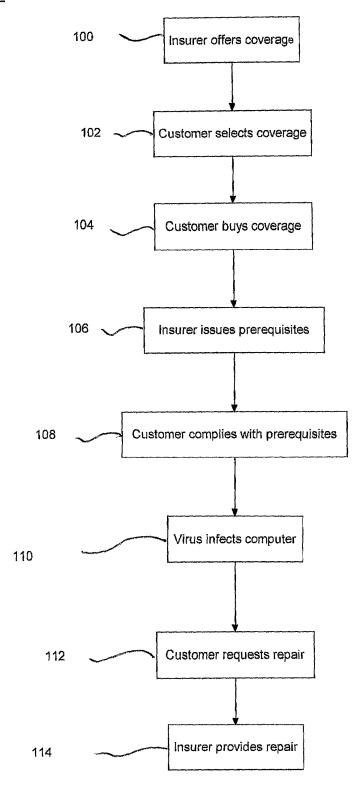


FIG. 3

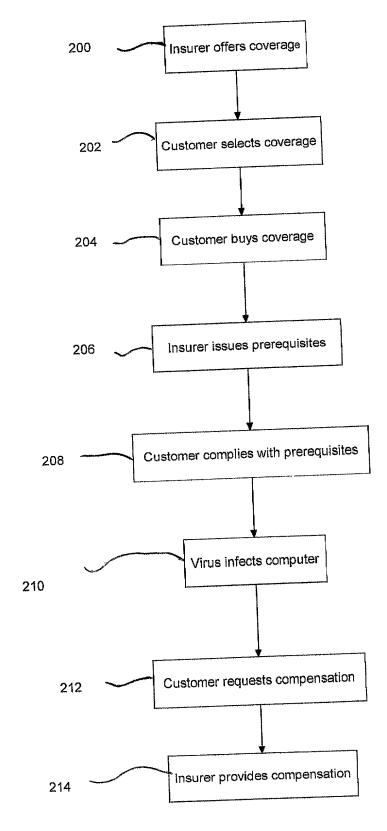


FIG. 4

